

Notice of Allowability

Application No.

09/398,222

Examiner

Ricardo Pizarro

Applicant(s)

KHAN, SAIMA

Art Unit

2661

RM

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to Amendment received on 9/27/05.
2. ☒ The allowed claim(s) is/are 14-27. They have been renumbered 1-14 respectively.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 - a) ☐ All b) ☐ Some* c) ☐ None of the:
 1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
 - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
 - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
 - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO-1449 or PTO/SB/08), Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit of Biological Material
5. ☐ Notice of Informal Patent Application (PTO-152)
6. ☐ Interview Summary (PTO-413), Paper No./Mail Date _____
7. ☐ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____

DETAILED ACTION

Examiner's Amendment

An Examiner's amendment for the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee. Authorization for this examiner's amendment was given in a telephone interview with Mr. Andrew Martin on 1/18/06

Claims have been amended as shown in the enclosed six sheets listing (Exhibit A) wherein claims 1-13 have been cancelled and also in addition listing allowed claims 14-27.

Examiner Amendment was authorized by applicant's representative in order to place Case in Condition for Allowance.

Examiner's statement of reasons for Allowance

1. The following is an examiner's statement of reasons for allowance: For claims 14 and 15, the prior art of record does not teach or fairly suggest a method of propagating exclusion records between a plurality of distributed call centers, each call center including a computer telephony integration system having a dynamic data record exclusion system, comprising maintaining at least one exclusion center's dynamic data

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record exclusion system and one exclusion table , the dynamic record exclusion system for sending the exclusion table to an exclusion record exporter; saving the at least one exclusion table including at least one exclusion record to be exported in a transfer file and; transferring the transfer file to a defined directory at the at least one distributed call center CTI system; searching, using an exclusion record importer, the defined directory to identify if at least one new file has been transferred to the defined directory; and copying the at least one exclusion table including at least one exclusion record stored in an identified new transfer file to an appropriate exclusion table maintained in the distributed call center CTI system's dynamic data record exclusion system.

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- US patent No. 6,850,603 discloses a system for the creation and automatic deployment of dynamic voice services.
- US patent No. 6,804,346 discloses a predictive dialing system.
- US patent no. 6,879,674 discloses an automatic telephone call back system

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to **Ricardo Pizarro** whose telephone number is (571) 272-3077. The examiner can normally be reached on Monday-Friday from 9:00 AM to 5:00 PM. The fax number for this Group is (571) 273-8300.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, **Hassan Kizou** can be reached on (571) 272-3088.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

February 6, 2007
Ricardo Pizarro



HASSAN KIZOU
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600

Proposed Examiner Amendments for U.S. application 09/398,222

EXHIBIT A

Claims 1-13 canceled

14. (Previously Presented) A method of propagating exclusion records between a plurality of distributed call centers, each said call center including a computer telephony integration (CTI) system having a dynamic data record exclusion system, said dynamic data record exclusion system having at least one exclusion table, said plurality of call centers linked over a computer network, said method comprising the steps of:

maintaining at least one exclusion table in said first call center's dynamic data record exclusion system, said at least one exclusion table for holding at least one exclusion record;

sending said at least one exclusion table including said at least one exclusion record and a list of distributed call center CTI systems to which said at least one exclusion table should be exported to an exclusion record exporter;

saving said at least one exclusion table including at least one exclusion record to be exported in a transfer file;

transferring said transfer file to a defined directory at said at least one distributed call center CTI system;

searching, using an exclusion record importer, said defined directory to identify if at least one new file has been transferred to said defined directory; and

copying said at least one exclusion table including at least one exclusion record stored in an identified new transfer file to an

appropriate exclusion table maintained in said distributed call center CTI system's dynamic data record exclusion system.

15. (New) A system for propagating exclusion records between a plurality of distributed call centers, each said call center including a computer telephony integration (CTI) system having a dynamic data record exclusion system, said dynamic data record exclusion system having at least one exclusion table, said plurality of call centers linked over a computer network, said system comprising:

said call center's dynamic data record exclusion system for maintaining at least one exclusion table holding at least one exclusion record;

an exclusion record exporter for saving said at least one exclusion table including at least one exclusion record to be exported in a transfer file and for sending said at least one exclusion table including said at least one exclusion record and a list of distributed call center CTI systems to which said at least one exclusion table should be exported;

an exclusion record importer for receiving said transfer file, saving said transfer file to a defined directory at said at least one distributed call center CTI system, and searching said defined directory to identify if at least one new file that has been transferred to said defined directory; and copying said at least one exclusion table including at least one exclusion record stored in an identified new transfer file to an appropriate exclusion table maintained in said distributed call center CTI system's dynamic data record exclusion system.

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16. (New) The system of claim 15, wherein said exclusion record exporter includes a transfer file for receiving and storing at least one exclusion table including at least one exclusion record from said dynamic data record exclusion system.

17. (New) The system of claim 16, wherein said exclusion record exporter further includes a file transfer engine for transferring said transfer file to at least one distributed call center CTI system.

18. (New) The system of claim 17, wherein said file transfer engine comprises a file transfer script.

19. (New) The system of claim 18, wherein said computer network comprises a global computer network (Internet) and said file transfer script comprises a file transfer protocol (FTP) script.

20. (New) The system of claim 17, wherein said exclusion record importer includes a defined directory for receiving at least one transfer file transferred to said exclusion record importer from at least one exclusion record exporter of another dynamic data record exclusion system.

21. (New) The system of claim 20, wherein said exclusion record importer further comprises an import engine for searching said defined directory to identify if said defined directory includes at least one new transfer file.

22. (New) The system of claim 18, wherein said file transfer engine further comprises an export temporary table, a control table, a call center list table, a main script, and an export script.

23. (New) The system of claim 21, wherein said import engine comprises a search script, an import script, and an import temporary table.

24. (New) The system of claim 22, wherein said call center list table comprises an address field for holding an address of a call center to which at least one exclusion record should be sent and a date/time field for holding a date and time that a last exclusion table was sent.

25. (New) The system of claim 22, wherein said control table comprises: a name field for holding a name of an exclusion table that should be exported to said plurality of distributed call centers; a record number field for holding a record number for a last exclusion record that was exported to said plurality of distributed call centers; and a date/time field for holding a date and time for that said last exclusion record that was exported to said plurality of networked CTI systems.

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26. (New) The system of claim 22, wherein said export temporary table comprises: a record number field for holding at least one record number for an exclusion record to be exported received from said exclusion table; a date/time field for holding a date and time that said at least one exclusion record was added to said exclusion table; and an exclusion data field for holding exclusion data for each exclusion record received from said exclusion table.

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27. (New) The system of claim 23, wherein said import temporary table comprises: a record number field for holding at least one record number for an exclusion record to be imported from at least one of said plurality of networked call centers; a date/time field for holding a date and time that said at least one exclusion record was added to said exclusion table; and an exclusion data field for holding exclusion data for each imported exclusion record.